

March 27, 2025

Cedric Key, Authorized Agent  
Key 360 Support Services LLC  
4124 Quebec Avenue North, Suite 101  
Minneapolis, MN 55427

License Number: 1090600 (Home and Community-Based Services)

## **CORRECTION ORDER**

Dear Cedric Key:

On February 12, 2025, a licensing review of Key 360 Support Services LLC, located at 4124 Quebec Avenue North, Suite 101, Minneapolis, was conducted to determine compliance with state and federal laws and rules governing the provision of home and community-based services to persons with disabilities and age 65 and older under Minnesota Statutes, Chapter 245D. As a result of this licensing review a Correction Order is being issued.

### **A. Reason for Correction Order**

Pursuant to Minnesota Statutes, section 245A.06, if the Commissioner of the Department of Human Services (DHS) finds that the license holder has failed to comply with an applicable law or rule and this failure does not imminently endanger the health, safety, or rights of the persons served by the program, the Commissioner may issue a Correction Order to the license holder.

The following violation(s) of state or federal laws and rules were determined as a result of the licensing review. Corrective action for each violation is required by Minnesota Statutes, section 245A.06 and is hereby ordered by the Commissioner of Human Services.

1. Citation: Minnesota Statutes, section 245.04, subdivisions 2 and 3.

Violation: For two of two persons whose records were reviewed (P1 and P2), the license holder did not provide medication administration as required.

The license holder was responsible for medication administration for P1 and P2. In an Order of a Conditional License dated December 12, 2024, the license holder was ordered to conduct weekly medication administration record reviews to ensure that the information maintained in the medication administration record is current and to identify medication administration

errors, including documentation errors. Based on the review, the license holder was to develop and implement a plan to correct patterns of medication administration errors when identified.

P1's and P2's medication administration records reflected numerous errors of either missed medications or documentation errors for the months of November 2024 through February 2025. The license holder failed to implement their plan to correct patterns of medication errors when identified.

Corrective Action Ordered: Immediately and ongoing, you must ensure that weekly reviews of P1's and P2's medication administration records are conducted and that you implement your plan to correct patterns of medication administration errors when identified.

2. Citation: Minnesota Statutes, section 245D.95, subdivision 3.

Violation: For two persons whose records were reviewed (P1 and P2), the license holder did not maintain a service recipient record as required.

The license holder failed to maintain daily progress notes in P1's and P2's service recipient record.

Corrective Action Ordered: Immediately upon receiving this order, you must ensure that you are maintaining daily progress notes in P1's and P2's service recipient records. On an ongoing basis, you must maintain compliance throughout your program, as required in this subdivision.

## **B. Right to Request Reconsideration**

If you believe any of the citations are in error, you have the right to request that the Commissioner of Human Services reconsider the parts of the Correction Order that you believe to be in error. The request for reconsideration must be in writing and received by the Commissioner within 20 calendar days after receipt of this report. Your request for reconsideration must be sent to:

Commissioner, Department of Human Services  
Office of Inspector General

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Legal Counsel's Office  
ATTN: Licensing Legal Unit  
PO Box 64953  
St. Paul, MN 55164-0953

Please note that a request for reconsideration does not stay any provisions or requirements of the Correction Order. The Commissioner's disposition of a request for reconsideration is final and not subject to appeal under Minnesota Statutes, chapter 14.

If you have any questions regarding this Correction Order, please contact me as soon as possible.

Sincerely,

Tiffany Solano, HCBS Licenser  
Licensing Division  
Office of Inspector General  
651-431-6649